

eliminating racism
empowering women

ywca

Kauai



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JOB DESCRIPTION

Position Title: Assistant Shelter Director
Department: Family Violence Shelter
Responsible to: Shelter Director
Classification: Full-Time/Exempt

General Qualifications: In alignment with the mission; “**the YWCA of Kauai is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all,**” the ideal candidate will be able to contribute to a work environment that values diversity, creativity and mutual respect, as well as:

1. Communicate effectively, both orally and in writing, with people of various ages, cultures, and backgrounds.
2. Maintain effective working relationships and be a team player.
3. Demonstrate excellent client service skills on the phone, in-person and online.
4. Assume individual responsibility and work collaboratively.
5. Utilize good organizational and multi-tasking skills and be able to handle multiple priority tasks using independent judgment.
6. Perform all duties in compliance with the laws and regulations of the State of Hawai'i and the United States government.

Specific Qualifications:

1. A combination of education, professional experience and/or life experience which will enable the provision of case management services to Family Violence Shelter residents.
2. Capable of empathic response to victims/survivors of sexual assault and/or domestic violence victims utilizing a victim-centered approach.
3. Work with individuals from diverse backgrounds. Ability to maintain confidentiality within program and community.
4. Ability to work evenings and weekends if the job requires.
5. Knowledge of feminist issues, sexual assault and domestic violence preferred.

Education & Technical Skills:

1. High School Diploma or G.E.D, A.A. Degree or near-completion.

2. Experience in utilizing database or CRM software preferred.
3. Current First Aid and CPR or available for First Aid and CPR training.

Function:

Provide trauma-informed case management services to Family Violence Shelter residents, to enhance access to services, streamline coordination, and promote stabilization. Co-direct and oversee trauma informed service delivery and management of the Family Violence Shelter alongside the Shelter Director.

Responsibilities:

1. Ensures each new resident completes an assessment within 2-5 days following intake which identifies strengths, skills, priorities, service needs, goals, and potential barriers to program success. Assessment areas/personal goals may include: housing, employment, finance, mental health, drug and alcohol dependency, medical, interpersonal communication, problem solving style, family dynamics, impact of past and recent domestic violence, parenting capacity (if applicable), and immediate, short-term and long-term priorities. This process includes review of the Shelter structure and Resident's Handbook.
 - Ensures a Personal Service Plan is developed with overall goals with each resident to address individual needs which leads to a Weekly Action Plan.
 - Ensures assessment information and plan is presented at staff meetings and discusses varying strategies to meet needs in the Shelter and community.
 - Provides direct assistance to residents to complete their plans as needed.
2. Provides emotional support, advocacy, and appropriate referrals for clients to increase stabilization and access to social, welfare, legal, medical, psychiatric, and other services (both within and outside of agency). Provides case management services post-Shelter discharge if needed to promote stability and safety.
3. Maintains updated and current information regarding community services and referral options. Networks with agencies providing services for individuals and families that may benefit Shelter clients.
4. Communicates regularly with YWCA staff and agency partners in order to coordinate services.
5. Communicates with Shelter Director and other appropriate Shelter staff regarding important case developments and gives updates on case progression.
6. In conjunction with other on-duty staff, answers crisis calls and screens clients for intake into program. Provides psychoeducation and emotional support to residents to help them acknowledge, understand, and process the impacts of abuse and resulting trauma.
7. Provides back-up support to Shelter Therapist to ensure provision of weekly survivor support group.
8. Maintains current records for each resident and conducts timely chart review to ensure all required documentation is completed.
9. Maintains records and statistical reports as required by agency policy, funding contracts and state and federal regulations. Completes reports as assigned. Assists with data and narrative for grant reports and ensures deadlines are met. Reports to appropriate agencies as required by law.

10. Assists with shelter and YWCA events that may occur, such as the annual Candlelight Vigil, YWCA fundraising event, YWCA annual meeting, trainings and other activities as requested by Shelter Director.
11. Provides on-call support, as needed.
12. All other duties as assigned.

Additional Requirements:

1. Valid Hawaii driver's license, vehicle, and proof of insurance.
2. Current First Aid and CPR certification.
3. Willing and able to travel around the island for meetings.
4. Willing and able to travel off-island for training and meetings.
5. Comply with background check requirements.

Acknowledgement of receipt of Job Description

Name
Revised November 14, 2023

Date